

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1377

TITLE: CLAIMS SPECIALIST IV

GRADE: S-29

DEFINITION:

Directs and coordinates administrative and technical functions and has final oversight and responsibility in multiple complex areas involving claims management. This position reports directly to the County Risk Manager.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Serves as program manager for the county's claims and rehabilitation program

Develops and implements Claims operating procedures and policies

Develops and implements Best Practice procedures and guidelines

Responds to internal/external customer needs and grievances

Coordinates pre-event and post-event claim operation services

Develops and administers procedures for reserving, budgetary reporting, recording and analyzing claims data and insurance data

Develops and coordinates claims training programs

Develops or modifies work plans, methods and procedures, develops work schedules to provide adequate staff coverage

Participates on countywide task forces and/or other critical project teams in risk management and claims area

Develops performance enhancements, documents performance, provides performance coaching and formally evaluates the work of staff

Coordinates with high level County staff on a multitude of issues across multiple agencies

Serves as technical expert in the interpretation of applicable codes, ordinances and related statutes.

Regularly convenes and facilitates meetings with claims management staff and county agencies, recommends appropriate action and ensures compliance with federal, state and county requirements.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Extensive knowledge of the principles, methods, and practices of risk and claims management.

Thorough knowledge of the principles and methods of claims management;

Thorough knowledge of the County, state, and federal policies, regulations, and procedures governing loss prevention and safety;

Ability to plan and carry out activities necessary to ensure effective and efficient utilization of resources;

Ability to effectively supervise and coordinate the activities of professional, technical, and clerical subordinates;

Ability to establish and maintain effective working relationships with co-workers, public and private organizations, and the general public;

Ability to successfully perform as a team leader;
Ability to communicate effectively, both orally and in writing;
Ability to maintain records and prepare reports.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:
Graduation from an accredited college or university with a bachelor's degree in risk management, claims management, insurance, financial management, business management, or related field; PLUS
Five years of professional experience in risk or claims management, two years of which must have been in a supervisory capacity.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

NECESSARY SPECIAL REQUIREMENTS:

Positions in this class may be subject to criminal history records checks and/or credit checks as a condition of initial or continued employment.

ESTABLISHED: August 23, 2010